Effective 4/7/2010:

As part of our ongoing effort to ensure the highest level of OUTREACH System password security, the Cabinet for Health and Family Services and the KY Division of Laboratory Services conducts routine audits of all customer account passwords to identify those considered "weak" and at risk of posing a potential security compromise. It has been determined stronger password safeguards must be place to protect the integrity of the OUTREACH System data. Therefore, we are notifying all of our OUTREACH customers via email to advise that you will be required to update your password within the next "7"days and every "30" days thereafter. After this change occurs, all users will be on the same 30 day clock to change their password. We sincerely apologize for any inconvenience you may experience with this new password process; however, it is imperative that stronger safeguards are in place to protect the patient information within the OUTREACH System.

What are weak passwords?

Weak passwords are those which are easily guessed by unauthorized users. Examples include "1234", "password", "temp", etc.

A weak password poses security risks at two levels—it may enable unauthorized access to confidential information, and may potentially enable an unauthorized user to compromise the system.

What qualifies as a strong password?

Strong passwords must contain at least eight (8) characters and include at least one upper or lower case letter, at least one number, at least one symbol or special character (! @#$%^&*) and no spaces. Also, the same password cannot be used within 13 consecutive log ins.

Password	Status	Reason
12345	Invalid	Not enough characters, numbers only and numbers are in sequence.
Pancakes	Invalid	This is a dictionary word and is easily recognized by password cracking software.
;rsx3G6Dwp*	Valid	Password contains eight or more characters and combines all the necessary complex password characteristics.

How do I change my password(s)?

Within the next "7" days, when you log in, you will receive a message indicating "Password Expired". Create a new "strong" password and enter your new password in both the Password and Confirm fields. Click the <Save> button and this should result in a successful log in to the OUTREACH System. If you require additional assistance with resetting your password, contact the OUTREACH Customer Call Center at 502-564-4446 x 1.